

ABSTRACT**"A Communications Services Controller"**

(Fig. 1)

A communications services controller (2) which is for a number of communication systems connected to a network resource (3). There are user devices (35) connected to the network resource (3). A roles and privileges logic controller (15) controls the use and access to the communications systems in accordance with various rules. There are three functional layers to the invention. Firstly, there is a user directory and contacts layer which the user uses to access the communications systems – phone video conferencing databases etc. Then there is a business layer provided by the privileges logic controller (15) and finally a user interface layer to facilitate the actual communications.